

Request for Citywide Service Summary – Manhattan 6

Reporting Period: 04 / 2010 (Fiscal Year 2010)

Borough	Community Board	Agency	Type of Service Request	Complaint Type	Count (Start of Month)	Current Month			Count (End of Month)	Current Year		
						Received	Closed	Avg Time to Close		Received	Closed	Avg Time to Close
MANHATTAN	06 MANHATTAN	DCA	DCA Customer Concern	Consumer Complaint	245	14	11	13	248	133	108	13
		<b>DCA Total</b>			<b>245</b>	<b>14</b>	<b>11</b>	<b>13</b>	<b>248</b>	<b>133</b>	<b>108</b>	<b>13</b>
		DFTA	DFTA Senior Services	Alzheimer's Care	0	0	0		0	7	8	7
				Bereavement Support Group	0	0	0		0	2	2	21
				Elder Abuse	0	1	0		1	15	14	13
				Eviction	0	1	1	4	0	6	6	3
				HEAP Assistance	0	1	1	1	0	4	5	53
				Home Delivered Meal - Missed Delivery	0	0	0		0	7	7	2
				Home Delivered Meal Complaint	0	2	2	3	0	6	6	11
				Home Repair	0	3	3	3	0	8	8	2
				Housing - Low Income Senior	0	2	0		2	2	0	
				Housing Options	3	3	6	5	0	34	35	7
				SCRIE	0	0	0		0	149	174	24
				Senior Center Complaint	0	2	2	5	0	6	6	9
				Utility Program	0	0	0		0	5	6	170
		<b>DFTA Total</b>			<b>3</b>	<b>15</b>	<b>15</b>	<b>3</b>	<b>3</b>	<b>251</b>	<b>277</b>	<b>27</b>
		DHS	Rapid Service Request	DHS Advantage - Tenant	0	0	0		0	1	1	6
				DHS Advantage - Third Party	0	0	0		0	2	2	7
		<b>DHS Total</b>			<b>0</b>	<b>0</b>	<b>0</b>		<b>0</b>	<b>3</b>	<b>3</b>	<b>6</b>
		DOE	DOE Parent Issue Tracking	DOE Complaint or Compliment	6	3	9	66	0	13	19	49
				Discipline and Suspension	0	0	0		0	1	1	19
				Parent Leadership	0	0	0		0	0	1	151
				Registration and Transfers	0	0	0		0	0	1	63
				Safety	1	0	1	105	0	1	3	71
				Teaching/Learning/Instruction	0	0	0		0	1	1	1
			DOE School Maintenance	School Maintenance	0	1	1	1	0	16	16	8
		<b>DOE Total</b>			<b>7</b>	<b>4</b>	<b>11</b>	<b>57</b>	<b>0</b>	<b>32</b>	<b>42</b>	<b>52</b>
		DOF	DFTA Senior Services	SCRIE	173	19	60	67	132	267	135	41
			Rapid Service Request	DOF Property - City Rebate	1	0	1	3	0	26	26	2
				DOF Property - Owner Issue	6	17	23	3	0	163	163	4
				DOF Property - Payment Issue	7	5	12	13	0	115	115	12
				DOF Property - RPIE Issue	0	0	0		0	4	4	5
				DOF Property - Reduction Issue	2	17	18	3	1	90	89	4
				DOF Property - Request Copy	2	10	12	4	0	91	91	5
				DOF Property - State Rebate	0	0	0		0	1	1	0
		<b>DOF Total</b>			<b>191</b>	<b>68</b>	<b>126</b>	<b>16</b>	<b>133</b>	<b>757</b>	<b>624</b>	<b>9</b>
		DOHMH	DOHMH Environmental Health	Calorie Labeling	7	0	0		7	1	0	
				Illegal Animal Kept as Pet	2	0	0		2	4	2	2
				Non-Residential Heat	53	0	0		53	33	0	
				Unleashed Dog	9	2	0		11	4	3	18
				Unlicensed Dog	1	0	0		1	0	0	
				Unsanitary Animal Pvt Property	6	3	0		9	9	6	17

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		<b>DOHMH Total</b>			<b>78</b>	<b>5</b>	<b>0</b>		<b>83</b>	<b>51</b>	<b>11</b>	<b>12</b>
		DOITT	DoITT Public Pay Telephone	Public Payphone Complaint	0	2	0		2	44	44	46
		<b>DOITT Total</b>			<b>0</b>	<b>2</b>	<b>0</b>		<b>2</b>	<b>44</b>	<b>44</b>	<b>46</b>
		DOT	DOT Bridges and Highways	Highway Condition	1	7	8	2	0	91	92	3
				Highway Sign - Damaged	0	1	1	3	0	4	4	5
				Highway Sign - Missing	0	0	0		0	1	1	11
			DOT Streets and Sidewalks	Broken Muni Meter	6	126	100	3	32	1,106	1,099	6
				Broken Parking Meter	1	6	4	8	3	42	42	11
				Bus Stop Shelter Complaint	2	13	10	4	5	47	43	5
				Bus Stop Shelter Placement	0	1	1	0	0	12	12	3
				Curb Condition	1	1	1	0	1	10	11	64
				Sidewalk Condition	8	11	12	14	7	239	243	13
				Street Condition	5	131	121	5	15	799	815	7
				Street Sign - Damaged	3	7	10	6	0	57	59	8
				Street Sign - Dangling	2	0	2	55	0	24	24	8
				Street Sign - Missing	1	4	3	7	2	18	17	19
		<b>DOT Total</b>			<b>30</b>	<b>308</b>	<b>273</b>	<b>9</b>	<b>65</b>	<b>2,450</b>	<b>2,462</b>	<b>13</b>
		DPR	DPR Forestry	Damaged Tree	21	3	0		24	45	30	22
				Damaged or Dead Tree	2	0	0		2	0	0	
				Dead Tree	44	5	0		49	49	10	24
				Illegal Tree Damage	16	4	0		20	31	19	38
				New Tree Request	57	11	0		68	49	13	225
				Overgrown Tree/Branches	38	7	0		45	40	6	54
				Root/Sewer/Sidewalk Condition	5	0	0		5	14	9	21
			DPR General Intake	Animal in a Park	1	7	7	4	1	21	20	6
				Maintenance or Facility	9	7	5	9	11	70	73	41
				Violation of Park Rules	38	1	1	0	38	12	11	2
		<b>DPR Total</b>			<b>231</b>	<b>45</b>	<b>13</b>	<b>5</b>	<b>263</b>	<b>331</b>	<b>191</b>	<b>48</b>
		NYPD	NYPD Quality of Life	Bike/Roller/Skate Chronic	0	0	0		0	13	13	0
				Blocked Driveway	0	11	11	0	0	106	106	0
				Derelict Vehicle	0	6	6	0	0	29	29	0
				Disorderly Youth	0	0	0		0	4	4	0
				Drinking	0	0	0		0	13	13	0
				Graffiti	0	0	0		0	4	4	0
				Homeless Encampment	0	2	2	0	0	57	57	0
				Noise - Commercial	0	46	44	0	2	392	390	0
				Noise - House of Worship	0	1	1	0	0	4	4	0
				Noise - Park	0	6	6	0	0	21	21	0
				Noise - Residential	1	100	101	0	0	767	767	0
				Noise - Street/Sidewalk	0	33	33	0	0	287	287	0
				Noise - Vehicle	0	20	20	0	0	192	192	0
				Non-Emergency Police Matter	0	3	3	0	0	42	42	0
				Panhandling	0	0	0		0	1	1	0
				Posting Advertisement	0	0	0		0	2	2	0
				Traffic/Illegal Parking	0	37	37	0	0	465	465	0
		Urinating in Public	0	0	0		0	5	5	0		
		Vending	0	10	10	0	0	74	74	0		
		<b>NYPD Total</b>			<b>1</b>	<b>275</b>	<b>274</b>	<b>0</b>	<b>2</b>	<b>2,478</b>	<b>2,476</b>	<b>0</b>

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						Received	Closed	Avg Time to Close		Received	Closed	Avg Time to Close
		TLC	TLC FHV Complaint	For Hire Vehicle Complaint	7	1	3	23	5	29	29	23
			TLC Lost and Found	Found Property	269	1	0		270	31	1	0
				Lost Property	54	413	385	4	82	4,512	4,465	3
			TLC Non-Passenger Complaint	Taxi Complaint	41	25	28	39	38	245	239	31
			TLC Passenger Complaint/Compliment	Dispatched Taxi Complaint	0	1	0		1	3	2	11
				Taxi Complaint	197	120	109	43	208	961	875	35
		TLC Total			568	561	525	27	604	5,781	5,611	17
<b>Grand Total</b>					<b>1,354</b>	<b>1,297</b>	<b>1,248</b>	<b>11</b>	<b>1,403</b>	<b>12,311</b>	<b>11,849</b>	<b>19</b>

There are various ways in which an agency uses the 311 system to manage requests for services assigned to them. In the majority of cases, when an agency 'Closes' a request for service, it indicates when they updated the 311 system used to intake the request. It does not represent when the request was actually fulfilled. Agencies attempt to close service requests in a timely manner, and the fulfillment of the request takes priority over updating the 311 system.